

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

May 12, 2006

MEMORANDUM

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND  
ALL CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: ANNUAL EMPLOYEE SURVEY

DISCUSSION:

The purpose of this memorandum is to announce our fifth year of participation in the Survey of Organizational Excellence (SOE). Beginning May 22 through June 2, 2006 every staff person in the Children's Division will have the opportunity to participate in this employee satisfaction survey. This includes clerical and other support staff whose duties are performed within the Children's Division.

**The Survey of Organizational Excellence**

The SOE is an online survey that is designed to link scores on the survey to issues impacting the Children's Division. Survey questions are drawn from empirical and theoretical literature on organizations and specifically examine five key dimensions of life within our organization: work team, work setting, general organizational features, communication patterns, and personal demands.

**Confidentiality of Responses**

***Anonymity is the key to receiving honest and forthright responses on the survey.***

All responses are completely confidential and to assure anonymity, no identifying information is collected. The SOE is administered by the University of Texas (UT). UT does not send any data to the division on any question in which there are fewer than five responses, therefore, it is not possible to associate any item on the survey with any individual staff person. Additionally, if an individual is uncomfortable answering any of the questions on the survey, they may opt to not answer that particular question.

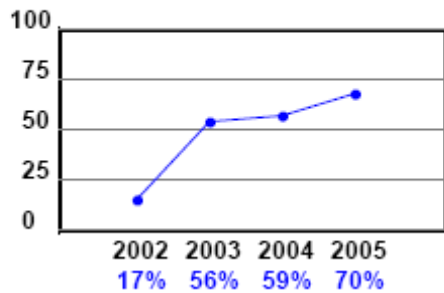
**Why Assess Employee Satisfaction?**

Assessment of employee satisfaction is a way to gather vital information from our organization's most valuable resource, our employees. The SOE allows us to obtain detailed and comprehensive information from all staff in the Children's Division to use in the development of strategies to improve identified areas of need. Over the last four years, the Children's Division utilized the Survey SOE as a tool to gauge employee

perceptions about critical areas of their work environment. Benchmark data from previous years will be used as a comparison for this year's data.

### **Response Rate**

#### **Response Rate Over Time**



***\*Over the past four years our response rate has increased from 17% to 70%. This year our goal is to achieve a response rate of 85%. The better the response rate the better the assessment of the Division as a whole.***

### **Administration of the SOE**

On May 22, 2006, all Children's Division staff will receive an email from the University of Texas inviting them to take the SOE. The email will contain an internet link to the survey site. Staff may take the survey anytime from May 22 through June 2, 2006. The SOE can be accessed directly email system any computer that is connected to the internet. Feel free to complete the SOE at your work terminal on work time or from home, a public library or any other location that has internet access. The survey takes approximately 20 minutes to complete.

Circuit and Regional Administrators are expected to encourage all levels of staff to participate in the survey. This includes ensuring staff have access to a work computer and are allowed sufficient time and privacy in which to take the survey in a confidential manner.

### **How will Information from the SOE Be Utilized?**

The assessment of employee satisfaction is connected to a larger purpose, the development of strategies to improve identified areas of need. Last year's results were reviewed by the Division Director, Regional Administrators, Circuit Managers, and frontline staff. SOE data from 2003, 2004 and 2005 was used in a variety of ways to evaluate circuits, programs, and pilots.

Data from the SOE will be posted on the intranet by July 1, 2006. All levels of staff have the responsibility to review these findings in their CQI meetings and recommend strategies that address the identified areas of need. Additionally, the regional QA Specialists will develop regional presentations on the SOE results.

### **An Open Invitation**

We are very excited about utilizing the SOE to obtain feedback about the Children's Division from all levels of staff. The decision to continue participation in this process is driven by our ongoing commitment to improve the quality of organizational life for our employees as well as the quality of services that we provide to children and families. As with any other type of survey, please feel free to complete the SOE during work time. Your thoughtfulness and honesty in your responses are critical to our organizational improvement.

Additional information about this survey is available on the Internet at <http://www.utexas.edu/research/cswr/survey/>. Any questions regarding the SOE or its administration should be addressed to the survey liaison for this year, Susan Savage, at (573) 751-4319 or via email.

**NECESSARY ACTION:**

1. Review this memorandum with all Children's Division staff and Clerical Support staff.
2. Regional and Circuit Administrators are expected to encourage all levels of staff to participate in the survey. This includes ensuring staff have access to a work computer and are allowed sufficient time and privacy in which to take the survey in a confidential manner.
3. Any questions regarding the survey should be directly addressed to this year's survey liaison, Susan Savage.

**QUALITY ASSURANCE UNIT MANAGER:**

Susan Savage

573-751-4319

[Susan.K.Savage@dss.mo.gov](mailto:Susan.K.Savage@dss.mo.gov)

**CHILD WELFARE MANUAL REVISIONS:**

N/A

**RELATED STATUTE:**

N/A

**ADMINISTRATIVE RULES:**

N/A

**COUNCIL ON ACCREDITATION (COA) STANDARDS:**

G2.2 , G2.5 , G5.102

**PROGRAM IMPROVEMENT PLAN (PIP):**

N/A

**SACWIS REQUIREMENTS:**

N/A

PN/SS